Recommended Tips For

Preparing User Friendly Consumer Confidence Reports

A Guide to the Massachusetts Requirements for Community Public Drinking Water Systems

Edition 4, April 2002

This document may be helpful to some when compiling a CCR; however, Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Consult Appendix M for official minimum requirements.

Commonwealth of Massachusetts
Executive Office of Environmental Affairs
Department of Environmental Protection
Mass.gov/dep

Supported by the Safe Drinking Water Act Assessment.

This guide is available in alternate format upon request to ADA Coordinator, BAS/HR, One Winter Street, Boston, MA 02108, 617-574-6872

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Appendices

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Introduction

All community public drinking water systems are required to prepare and distribute consumer confidence reports (CCRs) to their consumers, their local Board of Health, the Massachusetts Department of Environmental Protection, and the Massachusetts Department of Public Health before July 1 each year.

CCRs are required by the 1996 Safe Drinking Water Act Amendments. Reporting information about your water system and the quality of the water that you provide to your customers will help them to make personal decisions regarding their water consumption.

The Department of Environmental Protection (DEP) is responsible for implementing and enforcing these federal requirements in Massachusetts. This guidance document was prepared to assist public water systems (PWSs) to meet the state and federal CCR regulations. It contains the basic information you need to prepare CCRs for your consumers. The appendices contain additional information such as templates, fact sheets, contaminant tables, and other pertinent materials.

What is a Consumer Confidence Report?

A consumer confidence report is intended to be a brief annual water quality report from a PWS to its customers. The primary purpose of the CCR is to summarize water quality data that your water system already collects. It will also include information on compliance, source water, and some required educational information. Most CCRs will only be a few pages long.

Who Must Prepare a Consumer Confidence Report?

All community water systems (systems that serve at least 25 residents year-round, or that have 15 or more service connections) must prepare and distribute an annual consumer confidence report.

A new community water system must deliver its first report before July 1 of the year after its first full calendar year in operation, and annually thereafter.

A community system that sells its water to another community system must provide the buyer with monitoring data and other information by April 1 that will enable the buyer to produce its own CCR.

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Consecutive Water Systems

A consecutive water system that purchases all of its water from another water system (a wholesaler) has the following options when preparing its CCR:

- Distribute its own report, using source and water quality information provided by the wholesaler; or
- Distribute the wholesaler's CCR and a cover letter or insert detailing all information and monitoring data specific to the purchasing PWS.

If the second option is selected, the purchasing system must include the following information in its insert or cover letter:

- Required PWS information as it applies to the purchasing system. This includes, PWS ID#, town, contact information, and opportunities for public participation.
- The results of any monitoring performed by the purchaser or performed in the distribution system of the purchasing PWS that is not included in the wholesaler's CCR. This applies to contaminants such as bacteria, total trihalomethanes, lead and copper, and radionuclides.
- Descriptions of any violations and corrective actions by the purchasing PWS and an explanation of any enforcement orders under which the purchasing system is operating.
- A description of how the water systems are interconnected.

Remember, regardless of who produces the CCR (the wholesaler or the purchasing PWS), the purchasing PWS is responsible for providing its customers with a CCR, containing all required content as detailed in this guidance document.

Regardless of which CCR option is chosen, **the consecutive system must submit its own certification form** to DEP, DPH, and the local board of health.

When Should The Consumer Confidence Report Be Distributed?

CCRs must be received on or before July 1 each year. Delivery to all recipients, publication, and submission to DEP and other agencies must be completed by this date. See page 26 for distribution requirements based on population served.

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Basic information required for all CCRs…

What Information is Required?

The basic information that is required for each CCR falls into the following categories:

I. Water system information
II. Source information
III. Required statements
IV. Definitions of terms
V. Detected contaminants in finished water
VI. Compliance with drinking water regulations
VII. Required educational information

What is specifically required in each of the CCR categories will be different for each water system. Particularly category IV -- detected contaminants -- has many different requirements based on what each system monitors for and what is detected in the finished water.

The sections of this guidance are designed to follow the DEP template.

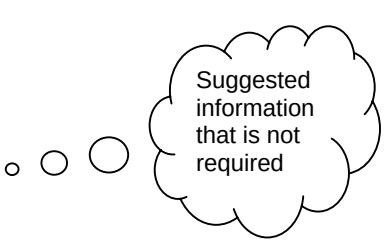
This guidance document is designed to assist your system with meeting the specific CCR reporting requirements. The format of the guidance is designed to follow the format of the DEP template to aid in report preparation (see Templates, in the Additional Information section).

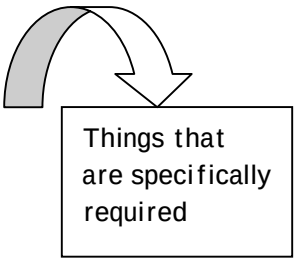
If you choose to prepare your CCR without using the DEP template, you will find that the sections of the guidance document are numbered to follow the basic categories listed above. However, be advised that there is some suggested information that is detailed separately in the guidance in the section entitled "Additional Information."

Look for boxes like these for references to appendices.

In each of the numbered sections, you will find detailed explanations of the requirements under each category. Use these sections to determine how the requirements apply to your system and what you need to report. Also, since much of the information you need is located in the appendices, you will find references to those sections throughout this document.

This guidance also includes special text boxes to assist in understanding your requirements. Look for these graphics in the margins:





Helpful hints and references

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and for the following special text formatting:

> *Your CCR must include some language exactly as written. Throughout this guidance, required text is indented and specially formatted in italics with a shaded background.*

> *Whenever you need to include an explanation in your CCR, you can usually do so in your own words. Suggested or example text is provided throughout this document in italics without shading.*

You will find a section at the end of the guidance document that explains how to distribute your report. Also included are pages detailing where to mail copies and who to call for help. Appendix K contains a sample CCR. And finally, Appendix L contains a checklist of requirements that you may wish to use before you distribute your CCR.

Now, you're ready to begin. Good luck with your CCR!

TIPS TO TAP

Make your CCR stand out so that it will be read!

Use graphics and colors to highlight your data.

Be sure to proofread your report for spelling, grammar, punctuation, and content accuracy.

Keep in mind that the average consumer is probably not as familiar with water quality data as you are, so keep it simple.

Ask non-technical people to read your draft report to ensure that you are communicating your message.

Let people know what you are doing to protect their drinking water.

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I. Public Water System Information

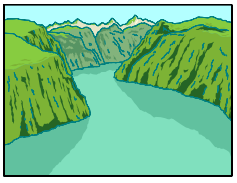
All of the PWS information must be included in your CCR.

Most of the CCR is based on water quality data, system characteristics, and enforcement actions from the previous calendar year. Therefore, your report should indicate the previous year in its title (for example, the report you distribute by July 1, 2002 should say 2001 in its title). The title does not have to include the words "Consumer Confidence Report," but it should indicate that this is your water system's annual water quality report.

Each CCR must include:

- The name of the system, city or town, and system's PWS ID #.
- Name and telephone number of a person who can provide additional information about the system's drinking water and answer questions about the report.
- Information on commissioners meetings or other opportunities for customers to publicly discuss water quality issues.

II. Your Drinking Water Source



Drinking Water Source Information

Each CCR must include the following information when describing water source(s):

- The number of sources;
- Type of water (ground water, surface water, or blend);
- Commonly used name of the source(s);
- DEP source identification #s;
- Location(s) of source(s) (refer to the Security Concerns section on Page 24 for more information on source location requirements);
- Explanation of any interconnections and back-up sources to note source variation during the year;
- Treatment information. *If specifically required by DEP*, you must describe any DEP-required best available technology (BAT) or treatment to maintain compliance with established MCLs or action levels, in your CCR. You must explain the type of treatment being used and the purpose of the treatment. If you are not sure whether your system is required to include treatment information, please call your DEP regional office.

Be sure to include all source information.

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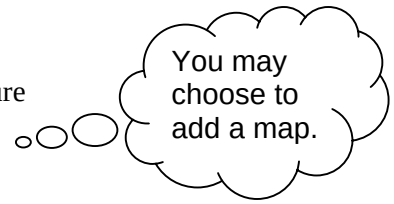
It is *recommended, but not required*, that you include in this section:

- A simple map of your system and its sources to present a clear picture of system operation.
- An explanation of any drinking water treatment.



Source Protection Information

DEP is currently preparing source water assessments for all community water systems in Massachusetts, as required by the 1996 Safe Drinking Water Act Amendments. Public water systems are not obligated to mention the Source Water Assessment Program (SWAP) until assessments are available. All assessments should be complete by May 2003.

Refer to Appendix H - Sample Swap Language For Your CCR.

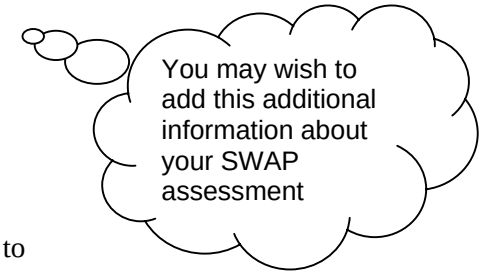
If DEP has completed a source water assessment for your PWS, your CCR must:

- Highlight significant sources of contamination in the source water area if information is readily available;
- Include the water system's susceptibility ranking and a brief summary of the water system's susceptibility to potential sources of contamination.
- Notify consumers of the availability of the report and the means to obtain it.

If your system has received a DEP source water assessment report you must include the findings.

Your system may also choose to add the following *optional* information detailed in Appendix H:

- Explanation of the SWAP program
- Key issues facing your water supply
- SWAP recommendations
- What the system plans to do to address these recommendations
- What the consumer can do to protect the water supply



If your system has not yet received a SWAP report, you may wish to provide some preliminary source protection information to begin the process of informing and involving your customers.

Consider adding the following *recommended* information:

- The type of sources your system uses (reservoirs, bedrock wells, wells in sand and gravel, purchased water or a combination).
- A simple locus map of water sources and their protection areas (Zone I, II, IWPA, A, B, C).

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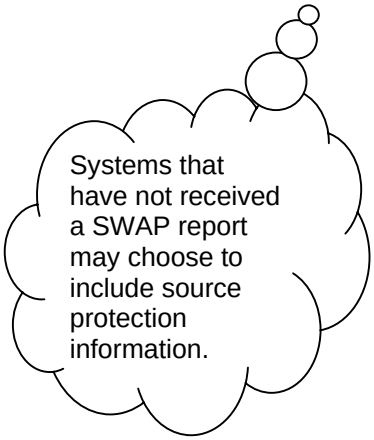


- Source susceptibility and protection measures, for example:

  The Anytown Water Department owns 67% of the watershed of Great Pond Reservoir. The remainder of the acreage is largely low-density residential development.

  Or *Wells #1 and #2 are located in an area of mixed residential, commercial, and industrial development. The Town of Waterville has adopted a bylaw to prohibit inappropriate future commercial and industrial development in the area; and the Board of Health has an inspection and education program in place for local businesses.*

- The public water system's educational efforts with the public, schools, and the business community.
- Measures citizens can use to protect their water source, for example:

  One of the biggest threats to the Main Street Well is improperly maintained septic systems. You can help protect your drinking water quality by pumping out your septic system every two years. Never dump hazardous substances down septic or storm drains. Do not use septic system cleaners.

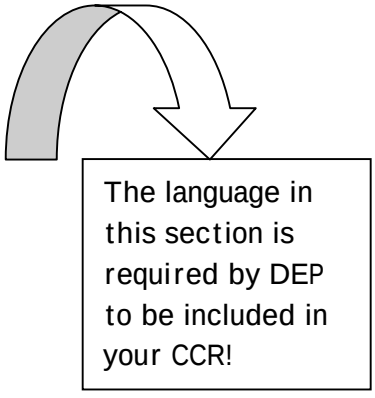
- Volunteer opportunities, for example:

  Contact Amy Smith to volunteer for water quality monitoring teamwork, education programs or assisting town committees.

- Local contact name for more information on protection issues.

III. Mandatory Language for All Reports

The CCR must contain the following statements about drinking water **exactly as written**:



Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their

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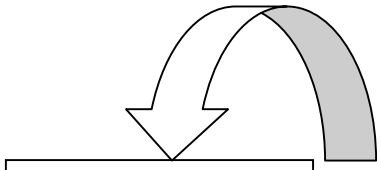
health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Community water systems must also include basic information about drinking water contaminants. The following language can be used, or you may develop your own comparable language with DEP approval:



The language in the following sections must be included as written or you may modify it with prior DEP approval.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

You must also include information about contaminant types and potential sources of contamination. The following language can be used, or you may develop your own comparable language with DEP approval:

Contaminants that may be present in source water include:

***Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.*

***Inorganic contaminants,** such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, and farming.*

***Pesticides and herbicides,** which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.*

***Organic chemical contaminants,** including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.*

***Radioactive contaminants,** which can be naturally-occurring or be the result of oil and gas production and mining activities.*

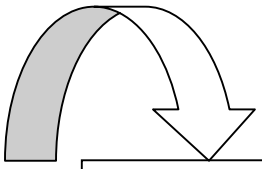
Finally, you must include information on DEP and EPA regulations as they pertain to drinking water and bottled water. The following language can be used, or you may develop your own comparable language with DEP approval:

In order to ensure that tap water is safe to drink, the DEP and EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and the Massachusetts

Department of Public Health (DPH) regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

IV. Important Definitions

Required Definitions



The definitions in this section are required by EPA to be included in your CCR!

The **exact** wording of the following definitions must be included in your CCR to help customers understand the information in your tables:

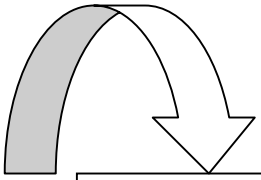
Maximum Contaminant Level or MCL: *The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.*

Maximum Contaminant Level Goal or MCLG: *The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.*

The following definitions need to be included in your report only if your report contains information on a contaminant that is regulated by an action level (e.g., lead and copper) or a treatment technique (such as turbidity).

Action Level: *The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.*

Treatment Technique (TT): *A required process intended to reduce the level of a contaminant in drinking water.*



You must include these definitions exactly as written if these terms apply to your monitoring data.

The following definitions must be included in the report **only if** your system adds a chemical disinfectant to the water and is reporting contaminants regulated by the Disinfection By-Products Rule (chlorine, chloramines, chlorine dioxide).

Maximum Residual Disinfectant Level (MRDL): *The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants (ex. chlorine, chloramines, chlorine dioxide).*

Maximum Residual Disinfectant Level Goal (MRDLG): *The level of a drinking water disinfectant below which there is no known of expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.*

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Please consult Appendix M for official minimum requirements.

The following definition must be included in the CCR **only if** your water system was under a variance or exemption during the previous calendar year.

> ***Variances and Exemptions:*** *State or EPA permission not to meet an MCL, an action level, or a treatment technique under certain conditions.*

Optional Definitions

If you report detectable concentrations of secondary contaminants or contaminants with guidelines such as sodium, radon, and MTBE, it is *recommended but not required* that you include the following definitions. A list of secondary MCLs and ORSGs is provided in Appendix D Unregulated Contaminants.

You may choose to use these optional definitions in your CCR

> ***Secondary Maximum Contaminant Level (SMCL):*** *These standards are developed to protect the aesthetic qualities of drinking water and are not health based.*
>
> ***Massachusetts Office of Research and Standards Guideline (ORSG)*** *– This is the concentration of a chemical in drinking water, at or below which, adverse health effects are unlikely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.*

Refer to "Reporting Contaminants with Proposed MCLs or Health Advisory Levels" on Page 17 for more information on ORSGs.

You may also want to include a definition such as the following to clarify reportable lead and copper 90th percentile information:

> ***Lead and Copper 90th Percentile****: Out of every 10 homes sampled, 9 were at or below this level.*

Remember to define any acronyms you use in your report such as units of measure (ppm/ppb), N/A, ND, etc.

Refer to Appendix C - Regulated Contaminants - for definitions of units of measure.

V. Water Quality Testing Results

Water quality data is the most important part of the CCR. Your report must include **all** detections of contaminants in finished water subject to mandatory monitoring pursuant to 310 CMR 22.16A(4)(f).

This includes:

- Contaminants subject to an MCL, action level, maximum residual disinfectant or treatment technique (regulated contaminants);

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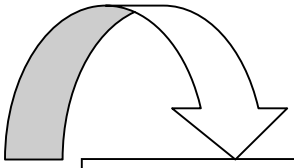
- Contaminants for which monitoring is required by 22.07C (unregulated contaminants);
- Disinfection by-products or microbial contaminants for which monitoring is required and which are detected in the finished water; and
- All other contaminants or special purpose contaminants that have been *required* by the DEP to be tested pursuant to 310 CMR 22.03(2) and (10) and 310 CMR 22.07D.



Any detects of contaminants found during required monitoring must be reported in your CCR – even if they are below the MCL

The CCR **must** include all reportable detections of these contaminants even if the results are in compliance with established MCLs or action levels.

A detected contaminant is any contaminant observed at or above its minimum laboratory detection limit (MDL). If the contaminant is reported by the laboratory as less than the MDL, not-detected (ND) or otherwise below the detection limit (BDL), you are not required to include that contaminant within your report.

If the water is treated, only monitoring results of finished water must be included. Any contaminant detected in the water prior to treatment should not be included in the CCR (except cryptosporidium).

The CCR **must** include the water quality monitoring results from the *most recent round* of sampling for **EACH** monitoring group that is applicable to your system.

Monitoring groups include, but are not limited to, the following:

Many of these contaminant groups are referenced on your system's "Required Water Quality Monitoring Schedule."

- **Microbiological contaminants** (310 CMR 22.05);
- **Inorganic contaminants** (310 CMR 22.06): *includes antimony, arsenic, asbestos, barium, beryllium, cadmium, chromium, cyanide, fluoride, mercury, nickel, nitrate, nitrite, selenium, thallium;*
- **Sodium** (310 CMR 22.06A);
- **Lead and copper** (310 CMR 22.06B);
- **Total trihalomethanes** (310 CMR 22.07);
- **Synthetic organic contaminants** (310 CMR 22.07A);
- **Volatile organic contaminants** (310 CMR 22.07B);
- **Turbidity** (310 CMR 22.08);
- **Radioactive contaminants (Radionuclides)** (310 CMR 22.09): *includes gross alpha, gross beta, radium 226, radium 228, uranium, and photon activity.*
- **Unregulated contaminants** (310 CMR 22.07C): *includes **MTBE**.*
- **Cryptosporidium** (40 CFR 141.143).

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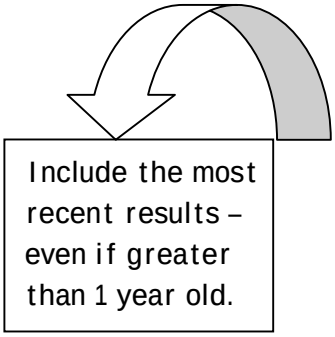
- **Disinfection by-products and disinfectant residuals** (310 CMR 22.07E – beginning Jan 2002): *includes total trihalomethanes, haloacetic acids, bromate, chlorite, chlorine, chloramines, chlorine dioxide;*
- **Other contaminants or special purpose contaminants that have been <u>required</u> by the DEP to be tested pursuant to 310 CMR 22.03(2) and (10)**: *includes monitoring such as radon, uranium, tetrachloroethlyene (PCE) distribution testing, special iron and manganese testing, etc.*

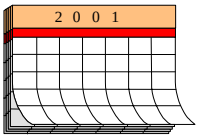
If no sampling for a specific monitoring group was conducted within the past year, you must include in the table the latest monitoring information available, but not older than 5 years. For example, if your system samples for a contaminant such as sodium once every three years, it would need to report the same detected sodium level in the CCR for the next three years until a new sample is collected.



Less than Annual Monitoring

If your system tests for particular contaminants less often than once per year and a contaminant was detected in the last sampling round, you **must** include:

- the collection date and results of the contaminant within the table; and
- a statement explaining that the data presented in the report is from the most recent testing done in accordance with the regulations.

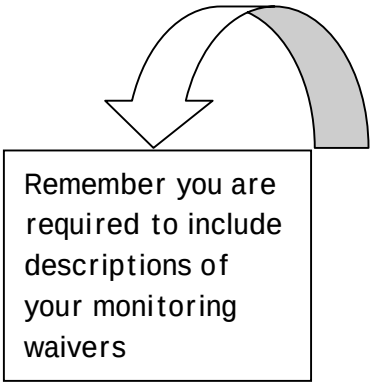


The following is an example statement. You may choose to use this language or create your own:

> *The water quality information presented in the table(s) is from the most recent round of testing done in accordance with the regulations. All data shown were collected during the last calendar year unless otherwise noted in the table(s).*

Monitoring Waivers

If your system has received a waiver for a specific contaminant group, such as volatile organic compounds (VOCs), inorganic compounds (IOCs), or synthetic organic compounds (SOCs) and is not required to monitor regularly, you must include a statement explaining that the data presented in the report are from the most recent testing done in accordance with the regulations.



The following is an example statement. You may choose to use this language or create your own:

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The Massachusetts Department of Environmental Protection has reduced the monitoring requirements for **[name of contaminant group]** *because the source is not at risk of contamination. The last sample collected for these contaminants was taken on* **[date]** *and was found to meet all applicable EPA and DEP standards.*

Table Inclusions

Appendices B, C, D, E, and K will help you present your data correctly in tabular form.

All data relating to reportable contaminants must be displayed in tabular format. Depending on the number of detects you have and the complexity of the information, you may choose to report the data in one table or in several adjacent tables.

Some PWSs will need to include several tables to report different types of contaminants. For example:

See "Contaminant Specific Table Inclusions" on Page 15 for more information on reporting lead and copper and total coliform.

- Lead and copper have action levels so they should be reported separately from regulated contaminants with established MCLs.
- Total coliform should be reported as the highest number or percentage of positive samples in a month (depending on the number of samples taken each month).
- Secondary contaminants should be reported separately if a system chooses to include those results.

You will need to include definitions and footnotes to clarify the information in the tables. Remember that the goal is to make your water quality data as understandable as possible to your customers.

Units Of Measure

See Appendix C - Regulated Contaminants for help in converting MCLs, action levels, and monitoring data for the CCR.

Be careful to match or otherwise note correct units of measure when referencing multiple contaminants under a general column label or heading. When rounding results to determine compliance with an MCL, rounding should be done prior to multiplying the results by any conversion factors. Use of CCR units would require that the MCL be expressed as a number greater than 1. Report the MCLG and level of the detected contaminant in those same units. For example, atrazine is usually reported in mg/L or ppm. The MCL for atrazine is 0.003 mg/L. If your system detected atrazine at 0.0003 mg/L, it is assumed that it would be difficult for consumers to understand at a glance that your water is 10 times below the MCL. Once converted, the report would report the atrazine detect as 0.3 ppb and the atrazine MCL as 3 ppb.

This document may be helpful to some when compiling a CCR, however Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Please consult Appendix M for official minimum requirements.

Table Format

Appendix E and the CCR Template (Appendix B) provide detailed examples for creating water quality tables. A summary of the requirements for water quality tables is presented here.

The regulated contaminant table in your CCR **must** include the following:

Columns for:

- MCL/MRDL and MCLG/MRDLG (This applies to most contaminants. Refer to the following section "Contaminant Specific Table Inclusions" for exceptions)
- The likely source(s) of contaminants;
- Sample collection date or range of dates if the detection reported is older than 1 year;
- Identification of violations.

Appendix K – Sample CCR provides an example of table formatting and reporting of data

Monitoring Results - The table **must** include the following numbers (in italics) if applicable for each detected contaminant (except for coliform, turbidity, and lead and copper). Report the results in the same units as the MCL and MCLG:

One sample site and

- **One sample date –** report the *highest detected level.*
- **Multiple sampling dates** – report the *average* of the samples taken and the *range* of detects.
- **Multiple sampling dates (running average for source samples)** – report the *highest running annual average* and the *range* of detects.

Specific examples of these reporting requirements are provided in Appendix E – Interpreting Monitoring Data

Multiple sampling sites and

- **One sample date** – report the *highest detected level* and *range* of detections.
- **Multiple sampling dates (source samples)** – report the *highest average results for an individual source* and the *range* of detects for all sources. Refer to Appendix E for special cases for nitrite and nitrite MCL violations.
- **Multiple sampling dates (running average for source samples)** – report the *highest running annual average* calculated by individual source and the *range* of detects.
- **Multiple sampling dates (running annual average for distribution samples)** – report the *highest running annual average* of all samples and the *range* of detects. (Note that this applies to THMs and HAA5s only).

You may use the words in italics as column headings. Alternately, you may have one column for "Range" and a second titled "Results" or similar. However, you should include an explanation that the numbers in the "Results" column represent the highest concentration upon which your system's compliance is based, not necessarily the highest concentration detected.

Any contaminant detected in violation of an MCL, MRDL, treatment technique, or exceeding an action level **must** be clearly highlighted in the table.

Contaminant-Specific Table Inclusions

Some contaminant groups have special reporting and table formatting requirements based on how they are regulated. These requirements are detailed below:

Turbidity

- When reported as an MCL for systems that must install filtration but have not, include the highest average monthly value.

- When reported as a TT for systems that meet the criteria for avoiding filtration, include the highest monthly value. Explain the reasons for measuring turbidity; for example:

  Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality.

- When reported as a TT for systems that filter and use turbidity as an indicator of filtration performance, include the highest single measurement **and** the lowest monthly percentage of samples meeting the turbidity limits specified in 310 CMR 22.20 for the relevant filtration technology. You must explain the reasons for measuring turbidity; for example:

  Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

Specific examples of reporting these contaminants are provided in Appendix E – Interpreting Monitoring Data.

Lead and copper. Include the number of sites sampled, the 90th percentile value from the most recent sampling and the number of sampling sites exceeding the action level. For lead and copper only, if monitoring is performed more than once annually, it is only required to report the results of the most recent round.

Refer to Appendix B for example charts.

This document may be helpful to some when compiling a CCR, however Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Please consult Appendix M for official minimum requirements.

Total coliform

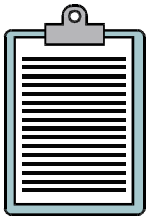
- Systems that collect fewer than 40 samples per month should include the highest *number* of positive routine distribution samples collected in any one month. The total coliform count (if measured) should not be reported, only the number of samples that were total coliform positive.
- Systems that collect 40 or more samples per month should include the highest *percentage* of positive routine distribution samples collected in any one month.

Fecal coliform or E. coli. Include the highest total number of fecal coliform or E. coli positive routine distribution samples collected in any one month.

Radionuclides

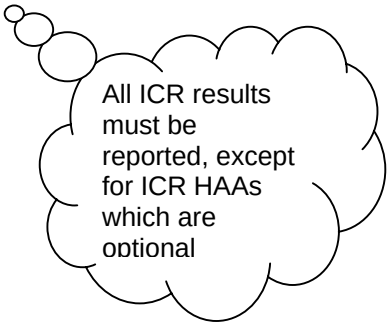
- ***Gross Alpha.*** For gross alpha detections, the reported results should reflect the subtraction of any uranium (pCi/l) values detected.
- ***Radium 226 & 228***. For radium 226 and radium 228 detections, add the two results together and report the total COMBINED (pCi/l) value.
- ***Uranium.*** Report uranium detections in ppb units of measure. If uranium values are not listed on the laboratory report in ppb units of measure, convert available ppm or pCi/l values to the appropriate ppb value: (pCi/L uranium x 1.49 = ppb uranium) or (ppm x 1000 = ppb).

Information Collection Rule (ICR). If microbial contaminants are found in finished water, suppliers must report the total coliform, fecal coliform or E. coli, giardia, and total culturable viruses.



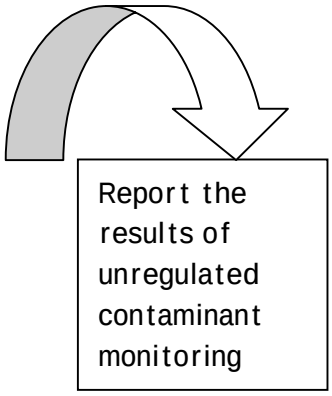
For cryptosporidium found through ICR monitoring, see the next section, "Reporting Unregulated or Special Contaminants."

Reporting ICR and ICR Disinfection By-Products. For all treatment plants participating in the ICR monitoring program, report detect and range from the most recent sampling. Reportable ICR disinfection byproducts are listed in Appendix D – Unregulated Contaminants.



If you monitor for Haloacetic Acids (HAAs), it is *recommended but not required* that you report haloacetic acids results. If you chose to, the HAAs should be reported as a group. (Dibromo, dichloro, monobromo, monochloro, and trichloroacetic acid). Do not confuse the Information Collection Rule HAA monitoring with the Disinfection By-Products Rule. HAAs are required to be reported with the implementation of the DBPR beginning January 1, 2002.

This document may be helpful to some when compiling a CCR, however Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Please consult Appendix M for official minimum requirements.



Reporting Unregulated Contaminants

If you detect unregulated contaminants for which state or federal rules require monitoring pursuant to 310 CMR 22.07C, you must report the following in your CCR. This includes MTBE.

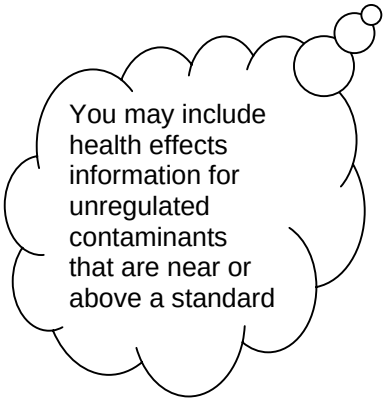
- The average of the entire year's monitoring results
- The range of detections

It is also recommended that you include an explanation for the system's monitoring of unregulated contaminants. You may use the following example statement or you may create your own:

> *Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining their occurrence in drinking water and whether future regulation is warranted.*

Refer to Appendix D for more information on unregulated contaminants

Appendix D provides a list of unregulated contaminants with any available health-based or aesthetic standards. It also gives possible sources of contamination, and potential health effects language. This information is provided for you to use in deciding how to report your results. Health effects statements are **not** required to be reported for unregulated contaminants. However, if your system reports detections that are at or near a standard, it is recommended that you include some health effects information.



Reporting Contaminants with Proposed MCLs or Health Advisory Levels

If a system performed additional monitoring that indicates the presence of other contaminants found in the finished water, the system **must** report any results that may indicate a health concern. A health concern would be any detects above a proposed MCL or health advisory level.

This may include any of the following contaminants:

- Sodium
- Nickel
- Radon
- Sulfate
- Any other unregulated contaminant that you are directed to monitor for by the Department

Report in the CCR:

- The results of the monitoring;
- An explanation of the significance of the results; and
- The health advisory or proposed MCL (PMCL) level.

Refer to Appendix D – Unregulated Contaminants for proposed MCLs or Office of Research and Standards Guidelines (ORSG) (health advisory levels). You may also get this data from "Drinking Water Standards and Guidelines for Chemicals in Massachusetts Drinking Waters," available on the Web at www.state.ma.us/dep/ors/orspubs.htm

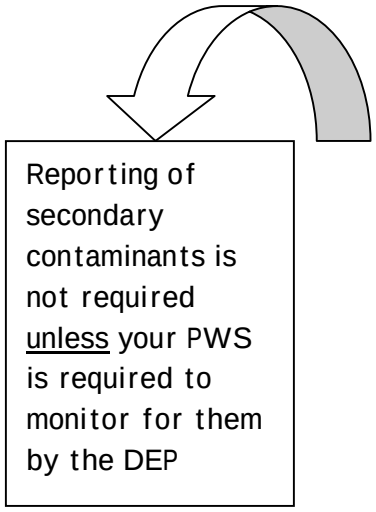
Be careful not to list guidelines or secondary maximum contaminant levels (SMCLs) as MCLs! And remember, exceeding a secondary MCL or Office of Research and Standards Guideline is not a violation!

Reporting Other Contaminants

If **voluntary monitoring** indicates the presence of secondary contaminants or other special contaminants in the finished water, it is not required that the results be reported in the CCR.

If the system chooses to report the results, they must be displayed in a separate table from the other contaminants. Also, it is *recommended but not required* that the table include the following information:

- The average and range of the detections;
- An explanation of the significance of the results;
- Any applicable secondary contaminant or guideline levels; and
- Any applicable definitions (refer to "Optional Definitions" on page 10).



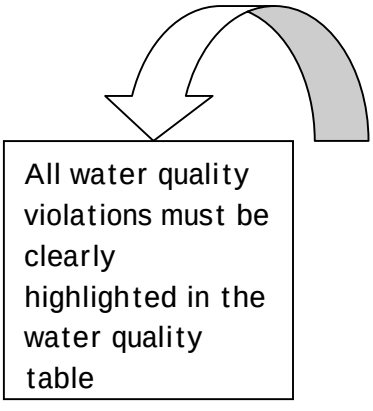
Reporting Contaminant Violations

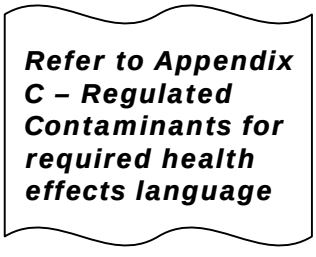
Any contaminant detected in violation of an MCL, MRDL, treatment technique, or exceeding an action level **must** be clearly highlighted in the table.

The report must contain a readily understandable explanation of the violation or exceedence including:

- The length of the violation;
- The potential adverse health effects; and
- Actions taken by the system to address the violation.
- You must also include the required health effects language for the contaminant (see Appendix C).

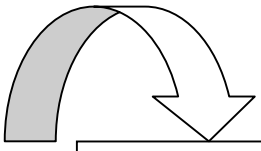
Actions taken to address the violation or exceedence may be addressed in a subsequent paragraph separate from the table.





This document may be helpful to some when compiling a CCR, however Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Please consult Appendix M for official minimum requirements.

VI. Compliance With Other Drinking Water Regulations



You must report all violations of Drinking Water Regulations during the past year

If your water system has violated or continues to violate any Drinking Water Regulations during the reporting period, your CCR must describe the violation(s). This description must include:

- The violation that occurred or continues to occur during the year covered by the report;
- A clear explanation of the violation;
- Any adverse health effects; and
- Steps taken by your system to correct the violation.

You must include violations of any of the following requirements:

- **Monitoring and reporting compliance data.** If you receive a violation for failure to monitor, include a statement that explains when the violation occurred, what contaminant groups were involved, and what steps have been taken since the violation occurred (i.e., a sample was taken at a later date).
- **Filtration and disinfection processes.** If the violation was due to a failure to install adequate filtration or disinfection equipment or processes or there was a failure of that equipment or process, the following language must be included in the CCR:

> *Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.*

Appendix F – Violations of National Primary Drinking Water Regulations contains further explanation and examples for reporting violations in your CCR.

- **Lead and copper requirements.** If the violation was a failure to meet corrosion control treatment, source water treatment, or lead service requirements, you must include health effects language for lead and copper. (See Appendix C)*;*
- **Treatment techniques for acrylamide and epichlorohydrin**. If either treatment technique is violated, the appropriate health effects language must be included (see Appendix B)*;*
- **Record keeping requirements.**
- **Special monitoring requirements**.
- **Violation of the terms of a variance, an exemption, or and administrative or judicial order**.
- **Capacity**. Report any capacity deficiencies as determined by the Department.

This document may be helpful to some when compiling a CCR, however Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Please consult Appendix M for official minimum requirements.

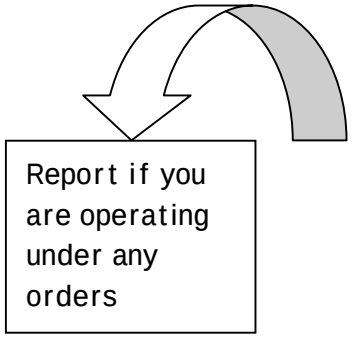
- When an event occurs during the reporting year which causes a PWS to violate the **Surface Water Treatment Rule (SWTR)** or any other drinking water standard, that violation must be included in the CCR.
- Any additional information specifically requested by the Department.

If the system is operating under a variance or exemption at any time during the reporting year you must include:

- An explanation of the variance or exemption;
- The date it was issued and reason why it was granted;
- A status report on what the system is doing to remedy the problem; and
- A notice to the public for input on the review or renewal of variance or exemption.

Reporting of Orders

If required by the Department, your CCR **must** include information about operating under a drinking water Administrative Consent Order (ACO) or a Unilateral Administrative Order (UAO). This may include:



- Do not drink orders
- Boil orders
- Declarations of water emergency
- Lead and copper consent orders
- Surface Water Treatment Rule consent orders
- Any other orders relating to water quality or water quantity issues.

You must, *if required by the Department*, describe the terms of the order, the reason for the order, and the actions being taken to comply with the order. Additionally, *it is recommended but not required* that you state what progress has been made with the terms of the order, and what the estimated date is for completing the order.

VII. Educational Information

Special Requirements for Cryptosporidium and Radon

If cryptosporidium or radon is detected in the water at any concentration, you must include the results in your CCR.

This document may be helpful to some when compiling a CCR, however Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Please consult Appendix M for official minimum requirements.

Cryptosporidium

If monitoring indicates the presence of cryptosporidium in either the source water or the finished water, include in the report:

Report ANY detects of cryptosporidium in raw OR finished water.

- A summary of the results of the monitoring; and
- An explanation of the significance of the results. Tell customers if they need to be concerned by the information in the CCR.

The following is an example statement. You may choose to use this language or create your own:

You may use this explanation or write your own.

Cryptosporidium is a microbial parasite found in surface water throughout the U.S. Although filtration removes cryptosporidium, the most commonly used filtration methods cannot guarantee 100% removal. Our monitoring indicates the presence of these organisms in our source water (and/or finished water). Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease.

Ingestion of cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals are able to overcome the disease within a few weeks. However, immunocompromised people have more difficulty and are at greater risk of developing severe, life-threatening illness. Immuno-compromised individuals are encouraged to consult their doctor regarding appropriate precautions to prevent infection. Cryptosporidium must be ingested for it to cause disease, and may be passed through other means than drinking water.

Radon

If monitoring indicates the presence of radon in finished water, include in the report:

If radon is detected the results must be reported with an explanation of the results

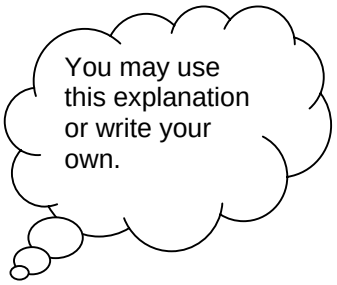
- The results of monitoring; and
- An explanation of the significance of the results. Tell customers if they need to be concerned by the information in the CCR.

The following is an example statement. You may choose to use this language or create your own:

Radon is a radioactive gas that you cannot see, taste, or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household

activities. Compared to radon entering the home through soil, radon entering the home through tap water will be (in most cases) a small source of radon in indoor air.

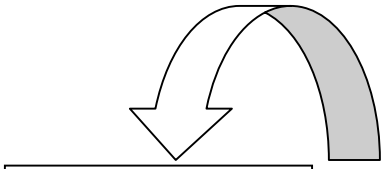
Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that aren't too costly. For additional information on radon, call the Massachusetts Department of Public Health, Radon Program at 413-586-7525 or call EPA's Radon Hotline, 800-SOS-RADON.



Special Requirements for Arsenic, Nitrate, Lead, and Total Trihalomethanes

A special educational statement is required if your water system detected fluoride, arsenic, nitrate, lead, or total trihalomethanes in the following concentrations:

- Nitrate above 5 ppm (50% of the MCL), but below the MCL of 10 ppm;
- Arsenic above 5 ppb (50% of the MCL), but below the MCL of 10 ppb; or
- Lead above the action level in more than 5%, but up to and including 10%, of the homes sampled;
- Total trihalomethanes above 80 ppb as an annual average (monitored and calculated under the provisions of 310 CMR 22.07). This applies to systems that serve less than 10,000 persons until January 1, 2004.



Special educational statements are required if your PWS detected any of the contam-inants in the concentrations specified

If you meet any of the criteria above, you must include the following statements, as applicable, in your CCR. If you prefer to use different language, you may do so with **written permission** from DEP.

Arsenic. *While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the cost of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic which is a mineral know to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.*

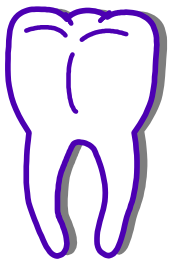
Nitrate. *Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider.*

Lead. *Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested. Flush your tap for 30 seconds to 2 minutes before using tap water to reduce lead content. Additional information is available from the Safe Drinking Water Hotline, 800-426-4791.*

Trihalomethanes. *Some people who drink water containing trihalomethanes in excess of the MCL over many years experience problems with their liver, kidneys, or central nervous systems. They may have a greater risk of getting cancer.*

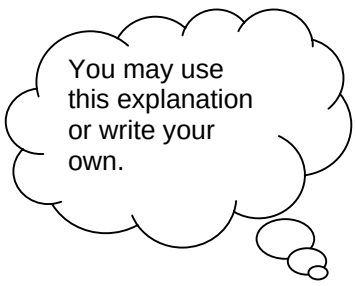
Special Requirements for Fluoride

If your system detected fluoride above the SMCL of 2.0 ppm, but below the MCL of 4.0 ppm, your system is required to notify its customers. The CCR must contain the appropriate public notification language for fluoride found in 310 CMR 22.16 (provided in Appendix B – CCR Template) unless the notification is provided to customers in another manner.



If your system exceeds the SMCL for fluoride and does not choose to include the mandatory public notification language in it's CCR, you must include a statement about the effects of fluoride.

The following is an example statement. You may choose to use this language or create your own:



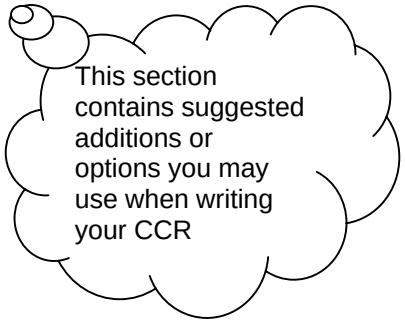
Fluoride is a mineral that occurs naturally in all water sources. Fluoride in drinking water at levels of approximately 1 ppm reduces the number of dental cavities in both children and adults. However, some children exposed to levels of fluoride greater than about 2.0 ppm may develop dental fluorosis, a brown staining and/or pitting of the permanent teeth. Because dental fluorosis affects only developing teeth (before they erupt from the gums), households without children are not expected to be affected by this level of fluoride. Families with children under the age of nine are encouraged consult their family dentist.

This document may be helpful to some when compiling a CCR, however Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Please consult Appendix M for official minimum requirements.

Additional Information

Recommended Information

DEP *recommends, but does not require* that you consider including the following additional information in your CCR:



- Treatment information. If you have treatment such as fluoridation, it is recommended that you explain the type of treatment being used and the purpose of the treatment.
- A simple map of your system and its sources to present a clear picture of system operation.
- An additional statement on lead for those systems in compliance.
- Source protection information.
- Fluoride Public Notification (if your system detected fluoride above the SMCL of 2.0 ppm, but below the MCL of 4.0 ppm). Refer to the Special Requirements for Fluoride section for more information.

Security Concerns

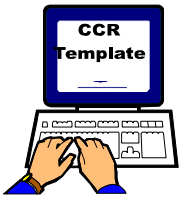
Some water systems have expressed concern about the release of specific water source locations to the public. It is the view of the Department that an informed public is the best line of protection. However, the Environmental Protection Agency has provided flexibility in the Consumer Confidence Report regulations as to appropriate source location information.

While a system is still encouraged to include as much source information as is comfortable, the minimum source location information to be provided is: for surface waters, listing the water body where the intake was located would be appropriate; and for ground water, the name of the principal aquifer would be appropriate, although a general location (i.e. “off of Park Street”) would be preferred.

In addition, systems serving 100,000 or more persons who are required to post their CCR on a website may modify the internet version of the CCR to remove information that may be considered sensitive, or information that they system believes will increase their vulnerability. This modified report may be posted to meet EPA’s requirement that the system maintains the “current year’s report” on the internet. Water systems who voluntarily post their CCR on the internet, may also choose to remove sensitive information from the internet version of the report.

This document may be helpful to some when compiling a CCR, however Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Please consult Appendix M for official minimum requirements.

Templates



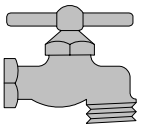
Some systems may find it helpful to use a template for producing their CCR (see Appendix B). The DEP template is available in electronic format from the DEP website or from your regional CCR contact. It requires entering your monitoring data into the formatted report, along with any additional MCL, MRDL and/or health information. If you choose to use a template from a water works association or other source, please remember that it may have to be adapted to meet the Massachusetts CCR requirements.

Annual Lead Public Education

Systems that are required to do annual public education for exceedence of the lead action level may distribute their educational materials as an insert within their CCR.

Please be aware that inclusion of required CCR lead statements by themselves are not alone sufficient to meet this requirement. There are other actions that a public water supplier must do to complete the delivery requirements under 310 CMR 22.06B(6) of the Lead and Copper Rule that cannot be addressed by the CCR.

Annual Cross Connection Education



Some systems may choose to add language to the CCR or provide an insert within the CCR to meet annual cross connection education requirements of the regulations 310 CMR 22.22(3).

All systems must annually notify consumers of water and local officials of the requirements of the distribution system cross connection control program and notify device owners of their responsibilities relative to cross connection control.

All public water supplies are also responsible for establishing and maintaining a cross connection control education program for residential users.

New Billing Units

DEP recommends that PWSs provide a copy of their CCR or notice of availability of the CCR to new billing units and hook-ups when service begins.

This document may be helpful to some when compiling a CCR, however Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Please consult Appendix M for official minimum requirements.

Report Delivery

All Systems

Distribution and certification of your CCR must be completed no later than **every July 1st** including delivery to all agencies.

See Appendix A for the CCR Certification Form.

The signed and completed certification form explains how the report was distributed and certifies that the information in the report is correct and consistent with the compliance monitoring data submitted to DEP during the report year. Remember to attach any additional information required on the certification form (i.e. list of locations posted, zip codes for general delivery, etc.).

You must submit the following information to the agencies below:

The agency addresses are listed in Where to Send Your Report on p. 30 of this guidance.

- Send two copies of your CCR, certification form, and all attachments to your DEP regional office.
- Send one copy of your CCR, certification form, and all attachments to the DEP Boston office.
- Send one CCR and certification form to your local Board of Health.
- Send one CCR and certification form to the Massachusetts Department of Public Health.

Additionally, your system is required to keep copies of your CCRs on file for no less than three years.

Systems Serving 10,000 Or More People

Mail or hand deliver a copy of your CCR to every bill-paying customer. The CCR must be received by your customers on or before July 1.

Delivery requirements are based on system size. Be sure you meet *all* requirements

Systems serving 100,000 or more customers must also post their CCR on the Internet by July 1. Use your water system or local town website to post your report. Be sure to include the web address in your CCR. Refer to the Security Concerns section on Page _ for more information on internet posting requirements.

Because many of your consumers, such as apartment dwellers, or people who work in your town, do not receive a water bill, you must make a good faith effort to reach these consumers. In addition to the delivery requirements above, systems are required to perform a minimum of three of the following "good faith" efforts:

This document may be helpful to some when compiling a CCR, however Appendix M at www.state.ma.us/dep/brp/dws/ccr.htm is the official Massachusetts CCR guideline. Please consult Appendix M for official minimum requirements.

Good faith efforts are required for **all systems**

- Post report in the lobby of apartment complexes;
- Place an ad in a local newspaper stating copies are available from the water system;
- Announce the CCR's availability on local radio or cable TV stations;
- Post the CCR in your town or city hall;
- Place copies of the CCR in the local public library;
- Post a notice in main lobby of apartment complexes stating that the CCR is posted on a website, and give the Internet address (URL);
- Deliver the report to community organizations;
- Publish the report in local newspaper(s);
- Other system-specific effort designed to reach consumers.

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Systems Serving Between 500 And 9,999 People

Before you mail, refer to Appendix L for a helpful checklist of CCR requirements.

The Commissioner of DEP has approved a mailing waiver that allows you to print the CCR in your local newspaper(s) instead of mailing the CCR to all customers If you choose to distribute your CCR in this way, the CCR must be published in the newspaper on or before July 1.

You must state in the newspaper that the CCR will not be mailed but is available upon request, with a phone number to call. Additionally, you must perform at least three good faith efforts (listed in the previous section) to ensure that all customers are aware of the availability of the CCR.

Systems Serving Less Than 500 People

As a very small community water system, you do not have to mail your CCR to all customers or publish the report in a newspaper. However, you must notify your customers through direct delivery or post a notice in appropriate locations (where all residents have an opportunity to read it) stating that the CCR will not be mailed but is available from your system (include a contact name and telephone number).

Remember, good faith efforts are still required for small water systems. To meet the good faith effort requirement, DEP recommends that you post the complete CCR (rather than simply a notice of availability) in public areas such as lobbies, mailboxes, recreational areas, or laundry rooms where residents and visitors are likely to see the report. Additional good faith efforts may include giving copies of the CCR to the rental office, distributing copies to all new residents, or including a notice in a newsletter. Senior communities may consider sending copies to the Council on Aging or to families of the residents. Special arrangements for distribution may be permitted in writing by DEP on a case-by-case basis.

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Language Requirements

If your system serves communities with 10% of the total population or greater than 1,000 people (whichever is less) of non-English speaking consumers, your report must contain a statement in the appropriate language(s) regarding the importance of the report and the need to have it translated.

If 25% or more of the population served by your system speaks one particular language, the **entire report must be translated** into that specific language.

See Appendix J to determine whether or not your water system serves a city or town with language requirements.

In order to determine which cities have a large population of non-English speaking persons, the Department used the 2000 Census data. This information does not reflect actual ethnic populations in all cities but does show the actual number of persons who speak a language other than English in a household. This information is currently the best available to determine which ethnic populations will require information in their native language.

Enforcement

If your CCR is missing required information or contains incorrect or improperly reported data, you may be required to perform corrective actions such as:

- Prepare a corrected table and post notice using a DEP-specified format in your local newspaper, noting the availability of a corrected CCR.
- Include corrected information in the following year's CCR.

If you fail to properly deliver your CCR, fail to correct errors from prior deficiency reports, or otherwise fail to comply with the requirements of the CCR regulations, you will receive an enforcement notice from DEP that will detail specific actions that you must take.

Please be aware that the Department reserves the right to exercise the full extent of its legal authority in order to obtain full compliance with all applicable requirements. This can include unilateral orders as well as the assessment of civil or administrative penalties for every day that your system is in noncompliance.

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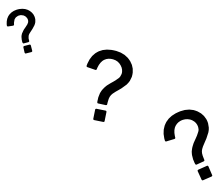
Need More Help?



DEP Consumer Confidence Report Program Contacts

Isabel Collins, CCR Program Coordinator, DEP Boston 617-574-6854

CCR Regional Contacts:

WERO
Eva Tor 413-755-2295

NERO
Bill Zahoruiko 978-661-7815

CERO
Liz Kotowski 508-767-2779

SERO
Dan DiSalvio 508-946-2793

DEP Technical Assistance Providers

WERO
Dan Laprade (Drinking Water Circuit Rider) 413-755-2289
Mike McGrath (Capacity Coordinator) 413-755-2202
Catherine Skiva (SWAP) 413-755-2119

CERO
Kelly Momberger (Circuit Rider) 508-849-4023
Ted Cady (Capacity Coordinator) 508-767-2838
Josephine Yemoh-Ndi (SWAP) 508-849-4030

NERO
Hilary Jean (Circuit Rider) 978-661-7662
Bill Zahoruiko (Capacity Coordinator) 978-661-7815
Anita Wolovick (SWAP) 978-661-7600 x6768

SERO
Dan DiSalvio (Circuit Rider) 508-946-2793
Scott Lussier (Capacity Coordinator) 508-946-2732
Mark Dakers (SWAP) 508-946-2847

MASSACHUSETTS COALITION FOR SMALL SYSTEM ASSISTANCE

The MCSSA or Coalition is an organization composed of non-governmental training and technical assistance providers from MWWA, NeRWA, NEWWA, and RCAP. The Coalition has a contract with DEP to provide group and individual training, mentoring, and on-site technical assistance to small water systems in Massachusetts free of charge.

If your system serves less than 10,000 people, and you would like Coalition training or assistance in preparing your CCR, please call your DEP regional capacity coordinator.

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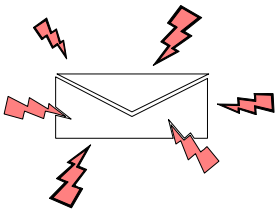
Where To Send Your Report

Copies of your CCR, certification form (Appendix A), and any attachments must be received by the following agencies on or before July 1 of each year.



❖ **DEP BOSTON: 1 set of CCR, Certification Form, and Attachments**

MA DEP
Drinking Water Program
One Winter Street 6th Floor
Boston, MA 02108
617-292-5770

❖ **DEPARTMENT OF PUBLIC HEALTH: 1 CCR and Certification Form**

Massachusetts Department of Public Health
Bureau of Environmental Health
250 Washington Street
Boston, MA 02108-4619
617-624-6000

❖ **LOCAL BOARD OF HEALTH: 1 CCR and Certification Form**

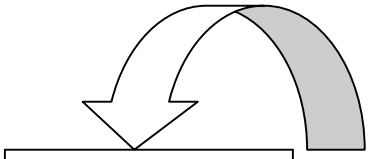
❖ **DEP REGIONAL OFFICES: 2 sets of CCR, Certification Form, and Attachments to Your Regional Office**

DEP Western Regional Office
State House West, 4th Floor
436 Dwight Street
Springfield, MA 01103
413-784-1100

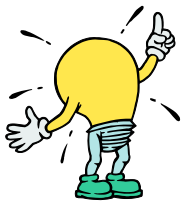
DEP Northeast Regional Office
Drinking Water Program
One Winter Street – 5th Floor
Boston, MA 02108
617

DEP Central Regional Office
Drinking Water Program
627 Main Street
Worcester, MA 01608
508-792-7650

DEP Southeast Regional Office
Drinking Water Program
20 Riverside Drive
Lakeville, MA 02347
508-946-2700



Please remember that community public water suppliers are the main source of distribution for CCRs. You are required to keep copies of your CCR on file for no less than **three years** and provide copies upon request



What do you think?

We know that CCRs are confusing stuff, and we have tried our best to explain the requirements in this guidance document. If you have any comments on the guidance document or suggestions on how it could be improved, please call 508-792-7650 x5023 or e-mail kelly.momberger@state.ma.us.

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